



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.4

Effective: 06/25/12

TRAINING PROGRAM

References:

Association of Public Safety Communication Officials (APCO) Project 33 Training Standard - Minimum Training Standards for Public Safety Telecommunicators

Policy:

Emergency Communications Center (ECC) will provide information, classroom and on-the-job training, tools and guidelines to allow new hires and newly promoted employees to succeed in their job.

No trainee will be released from training prior to completing the minimum training hours / days for their position unless they have exhibited consistently acceptable performance above minimum levels.

Procedure:

A. Minimum Training Requirements

1. New Hire

a. A minimum four weeks of classroom training including:

1) Orientation to ECC

2) ECC Standard Operating Procedures (SOP)

- 3) CAD Incident Types Training
- 4) Simulated call taking and use of CAD
- 5) Association of Public-Safety Communications Officer (APCO) Telecommunication Course (56 hours)
 - a) Must successfully pass certification test upon completion of the course.
 - 1] 8 hour review session if trainee fails certification test
 - 2] One re-test to pass will be given
 - b) Failure to meet APCO certification after re-test will result in recommendation to fail probation
- 6) 40 hours police ride along (8 hour day times five police districts)
- 7) 8 hour ride along with a Fire unit
- 8) 4 hour observation of Fire Dispatch
- 9) 4 hour observation of Teletype
- b. 360 hours of documented on-the-job training.

- 1) Documented on a Daily Observation Report (DOR)
 - c. 10 days of simulated dispatch training
 2. Promotion to AOD/OD
 - a. 32 hours of classroom refresher training:
 - 1) CAD Incident types review
 - 2) Manpower utilization
 - 3) Incident priorities
 - b. 10 days of simulated dispatch training:
 - 1) CAD dispatching commands
 - 2) Dispatching protocol
 - 3) Radio use
 - c. 360 hours of documented on-the-job training.
 - 1) Documented on a Daily Observation Report (DOR)
 3. Teletype Clerk
 - a. 8 hour orientation to ECC and teletype position
 - b. Instruction in RCIC, LEADS, and NCIC
 - 1) Must pass certification test
 - c. 20 days of documented on the job training
- B. Daily Observation Reports (DOR)
1. A DOR will be completed by the Communications Training Officer (CTO) each day the trainee is observed.

- a. Reviewed with the trainee.
 - b. Submitted to the Training Coordinator.
 - c. At least 20 acceptable ratings in each category of the DOR are required for release from training.
 - 2. A DOR may be completed for a partial training day. The partial training day must be at least four hours of training.
 - a. There may be no more than four partial training days for a trainee.
 - b. Any additional partial training days will not be counted toward the required DOR's.
 - c. Additional DOR's should not be numbered, but will become part of the trainees training jacket.
- C. Extension of Training Period
- 1. May be granted in blocks of 10 training days.
 - a) Trainee must respond to and show progress during additional training
 - 2. No more than two extensions (20 days) for additional training will be granted.